

ISSUED TO:

**GENERAL DYNAMICS INFORMATION TECHNOLOGY
UNDER THE ITES-2S
MULTIPLE AWARD CONTRACT
No. W91QUZ-06-D-0012**

ISSUED BY:

**The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street NW
3rd Floor, Wing 1
Washington DC 20405**

TASK ORDER (TO)

**GST0009AJ0039
Modification PS19**

IN SUPPORT OF:

**DEPARTMENT OF THE ARMY
CHIEF INFORMATION OFFICER (CIO)/G-6
ADMINISTRATIVE SUPPORT CENTER**

**FEDSIM Project Number
29091ARM**

SECTION C – PERFORMANCE BASED STATEMENT OF WORK

C.1 INTRODUCTION

C.1.1 PURPOSE

The purpose of this Task Order (TO) is to provide Information Technology (IT) solutions to support the Department of the Army Chief Information Officer (CIO)/G-6 Administrative Support Center in continued enhancement and maintenance of the CIO/G-6 websites and the Army's Knowledge Management system applications.

C.1.2 AGENCY MISSION

The mission of the CIO/G-6 Office is to manage and improve the processes and techniques used to administer the Army's information technology program. As part of that program, CIO/G-6 requires that information regarding Army IT management programs be disseminated and that all Army IT systems be centrally registered.

C.1.3 BACKGROUND

CIO/G-6 is responsible for the information management function for the Department of the Army and its responsibilities include:

- Serving as the Chief Information Officer (CIO) of the Army,
- Formulating policy and managing information systems in the C4 Information Technology (IT) Area for the Department of the Army, which includes the theater, tactical, strategic, and sustaining base environments,
- Serving as military deputy to the Army Acquisition Executive for acquisition of communications systems, information systems, and command and control systems with responsibility for the research, development, and acquisition of these systems,
- Developing requirements, directing, and managing the information management activities of sustaining base information systems,
- Providing oversight of assigned joint military satellite communications programs and projects,
- Managing the Army Information Systems Security Program,
- Providing oversight for the Army Spectrum Program, and
- Serving as the Functional Chief for the CP-34 Civilian Career Field Program.

C.1.4 CIO/G-6 KNOWLEDGE MANAGEMENT INITIATIVE

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The Defense Planning Guidance provides direction from DOD that requires the Army to transition to a knowledge-based organization in citing the need to promote “the development of a knowledge-based workforce”. Due to this requirement, the CIO/G-6 has developed a Knowledge Office focused on transformation, which centers on three key areas:

Change catalysts (culture and governance) – These include “the policies, resources, management, culture, processes, and education required to optimize an adaptive organization and enterprise net-centric environment.”

Intellectual capital (knowledge and people) – This includes “individual, team, and enterprise knowledge, systems, and services that are necessary to improve operations and decision-making.”

Infrastructure (technologies and programs) – This includes “the information technology (computers, software, architecture, security, communications, programs, and facilities required to support the net-centric Army.”

There is an ongoing need to leverage web-enabled applications and incorporate those applications into Single Sign On and CAC enabled environments like Army Knowledge Online, the Army Portal. This need is most appreciably filled by Knowledge Centers as well as other Web 2.0 technologies, which are considered value adding applications because of their “exponential power, “ which is evident “when individuals and organizations use collaboration and self-service capabilities rapidly and accurately access and analyze enterprise information.”

This initiative is important to the Army because it will provide a mechanism to transform the Army Institutional element and operating forces into a networked organization that leverages its intellectual capital to better organize, train, track, and equip a strategic land combat Army force. The Army plans to accomplish the following with this initiative:

- Leverage historical actions and lessons learned
- Create a force multiplier to deal with downsizing
- Facilitate teamwork and collaboration
- Facilitate communication and decision making among Army leaders
- Foster bottom-up innovation and speed validation of reengineering processes
- Create the necessary information-based

To support this mission, the CIO/G-6 contractor develops and maintains various unique applications and is uniquely positioned to continue this service without interruption, ensuring that the Government can most effectively support continued development and customization of these applications. Among the responsibilities of the contractor staff is to maintain and administer the CIO/G-6 public website, the AKO CIO/G-6 Knowledge Network and various unique applications including the Knowledge Management Executive Administrative Center (EAC), AKM Goal 1 Waiver System, and the OPA2 Spend Plan.

C.1.5 CIO/G-6 PERFORMANCE STANDARDS

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All CIO/G-6 IT systems being maintained, enhanced, or developed shall at a minimum:

- Support 250 users,
- Support 30-50 concurrent connections,
- Contractor assigns appropriate resources to the task,
- Contractor tracks progress and meet delivery dates,
- Ensure proper approvals and prioritization,
- Industry standard programming practices (as proposed by the contractor and approved by the Government),
- Adherence to formalized testing and change control procedures (as proposed by the contractor and approved by the Government),
- Adherence to appropriate web policies (as proposed by the contractor and approved by the Government),
- Adherence to formal methods to define the task requirements, communicate internally (as proposed by the contractor and approved by the Government),
- Be documented for software development projects in accordance with (IAW) the Software Development Files Guide and contained in the Software Development File by Project, and
- Meet Section 508 requirements.

C.1.6 CURRENT IT/NETWORK ENVIRONMENT

CIO/ G-6's IT infrastructure includes computer hardware, software, network systems, security, and end user support. Additional information on the Current IT/Network Environment may be found in Section J and includes:

Attachment B – The Current Production Server Software Environment

Attachment C – The Recommended Hardware Server Environment

Attachment D – Functional Systems Description

Attachment G – Software Development Files Guide

C.2 SCOPE

This TO shall provide IT support services to CIO/G-6 to enable the Administrative Support Center to support its mission by providing Program Management Support, continued enhancement and maintenance of the CIO/G-6 Web site, development, enhancement and maintenance of the existing CIO/G-6 Knowledge Management initiatives including the Executive Administration Center, AKM Goal 1 Waivers and OPA2 systems, and Additional Support. The award of this TO will encompass the activities necessary to provide IT support services to the CIO/G-6 Administrative Support Center.

C.3 OBJECTIVE

CIO/G-6 requires technical support in developing, operating, and maintaining its IT systems supporting that process. These include the CIO/G-6 public website, AKO CIO/G-6 Knowledge Network various unique applications including the Knowledge Management Executive

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Administrative Center (EAC), AKM Goal 1 Waiver System and the OPA Spend Plan. The EAC application provides personnel administration information management support for the CIO/G-6. The AITR system provides system registration support for 41 Army organizations and over 1000 IT systems.

The maintenance and enhancement of these systems supports the CIO/G-6's information management system administration missions, which includes technology insertion and similar projects pertaining to the CIO/G-6 mission. This support also includes providing technology analysis and evaluation, IT policy development and review, and technical support to CIO/G-6 working groups and forums related to managing the Army's IT mission requirements.

C.4 TASKS

The tasks identified below are in support of CIO/G-6's Administrative Support Center. The Government will have final approval of all contractor work and deliverables relative to the tasks listed below:

- **Task 1** - Program Management Support
- **Task 2** –Development and Maintenance of the CIO/G-6 Website Homepages and Enhancement and Maintenance of the CIO/G-6 Knowledge Management Systems (EAC, Goal 1, OPA2)
- **Task 3** - Additional Support

C.4.1 TASK 1 – PROGRAM MANAGEMENT SUPPORT

The contractor shall provide all necessary personnel, administrative, financial, and managerial resources necessary for the support of this Task Order. In particular, the contractor shall provide efficient, effective, and responsive support in the following subtask areas.

C.4.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at a location approved by the Government. The meeting shall provide an introduction between the contractor personnel and Government personnel who shall be involved with the task order. The meeting shall provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. The Kick-Off Meeting shall aid both the government and contractor in achieving a clear and mutual understanding of all requirements, and identify and resolve potential problems. The contractor shall be prepared to discuss any issues requiring clarification and gather information necessary for their Task Order Management. The attendees shall include key contractor personnel, CIO/G-6 representatives, other key Government personnel, and the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR).

The contractor shall provide the following at the kickoff meeting:

- Agenda (See Section F, Deliverable 0001),

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- The contractor shall provide a draft copy of the agenda for review and approval by the FEDSIM COR and CIO/G6 Technical Point of Contact (TPOC) prior to finalizing. The Government will provide the contractor with the number of participants for the kick-off meeting and the contractor shall provide sufficient copies of the presentation for all present (**See Section F, Deliverable 0002**).

- Earned Value Management Plan

C.4.1.2 SUBTASK 2 - TASK ORDER MANAGEMENT

The contractor shall provide complete program management support that will fully integrate, manage, control, and document all phases of the Task Order requirements. The contractor shall be the focal point for all issues in this program and shall keep the Government fully informed both verbally and in writing. The contractor shall provide a Task Order Management Plan (**See Section F, Deliverable 0003**) and shall update the Plan as required by the COR. At a minimum this plan shall include:

- All technical activities (including documentation development) identified and organized in a Work Breakdown Structure (WBS) at a level of detail sufficient for the contractor to manage the work.
- A Gantt chart which contains activities and milestones pertinent to the contractor's completion of the technical activities.
- Description and expected result of each WBS level or milestone in the Task Order Management Plan.
- An estimate of the duration and level of effort (by labor category) for all elements of the WBS.
- A matrix of all deliverables, their version/release, and planned delivery dates.
- A matrix of all personnel assigned to the program and total aggregate level of effort for all tasks.

C.4.1.3 SUBTASK 3 - MONTHLY STATUS REPORTING (MSR)

The contractor shall provide a monthly status report (MSR) (**See Section F, Deliverable 0004**) that is due by the close of business (COB) of the 7th workday of each month. The contractor shall briefly summarize the management and technical progress to date as well as provide the current task order accounting information. The contractor shall provide at a minimum the following accounting information by contractor employee working on the task order:

- A summary of work performed by task area for the reporting period

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- Milestones and update against tasks/activities
- Progress toward open efforts
- New work requested by users
- Total billed hours
- Burdened cost
- Fee
- Items purchased for the Government
- Travel costs

The accounting information for each project under Task 3, Additional Support, shall be reported separately.

The contractor shall also provide a rolled-up summary of the task order to date. The contractor shall also reconcile within the monthly report the above contractor-provided information with each invoice such that they can be matched month by month.

C.4.1.4 SUBTASK 4 – QUALITY CONTROL PLAN

The contractor shall institute and maintain a capability to ensure the quality of all deliverables. The contractor shall apply industry standards and best practices in program management to include identification of quality control factors and processes, evaluation methods, earned value, and process improvement.

The contractor shall update their proposed Quality Control Plan within ten working days of task order award. The COR will notify the contractor of concurrence or required modifications to the Quality Control Plan within ten working days of receipt. The contractor shall make appropriate modifications within five calendar working days of the COR/COTR notification and provide to the government for final concurrence.

The contractor shall deliver quality control reports as described in the government-provided Quality Assurance Surveillance Plan (QASP). The QASP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor fifteen (15) work days prior to the start of the evaluation period to which the change will apply. The Government may, at its option, unilaterally revise the plan to include metrics gathered during the performance of the task order requirements.

C.4.1.5 SUBTASK 5 – QUALITY CONTROL PLAN (QCP) UPDATES

The contractor shall periodically update the QCP as changes in program processes are identified. The QCP may be modified as the project progresses by coordinated approval of the Government and contractor. The contractor shall make appropriate modifications within five calendar working days of the COR notification and provide to the government for final concurrence. The contractor shall ensure that all deliverables meet TO requirements.

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C.4.1.6 SUBTASK 6 – EARNED VALUE MANAGEMENT (EVM) CRITERIA

The contractor shall employ EVM in the management of this TO. While the Government reserves the right of final approval, a joint determination will be made by the Government and contractor as to where EVM will be applicable. The Government anticipates that the contractor will employ innovation in its proposed application of EVM techniques to this TO in accordance with best industry practices. EVM effectively integrates the project's technical scope of work with schedule and cost elements for optimum project planning and control. The qualities and operating characteristics of earned value management systems are described in American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems*. A copy of the standard is available from Global Engineering Documents (1-800-854-7179).

In the performance of this TO the contractor shall use an earned value management system to manage the TO that:

(1) Is recognized by the FEDSIM COR that complies with the guidelines in ANSI/EIA Standard 748;

(2) Provides on a monthly basis, or more often as deemed necessary by the FEDSIM COR, the following project status information:

- a. Planned Value (PV);
- b. Earned Value (EV);
- c. Actual Cost (AC);
- d. Provide a cost curve graph plotting PV, EV, and AC on a monthly basis from inception of the TO through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value;
- e. Provide the following Earned Value Management variance analysis:
 - $\text{Cost variance} = (\text{EV} \text{ minus } \text{AC});$
 - $\text{Cost Variance } \% = (\text{CV}/\text{EV} \times 100\%);$
 - $\text{Cost Performance Index (CPI)} = (\text{EV}/\text{AC});$
 - $\text{Schedule Variance} = (\text{EV} \text{ minus } \text{PV});$
 - $\text{Schedule Variance } \% = (\text{SV}/\text{PV} \times 100\%);$
 - $\text{Schedule Performance Index (SPI)} = (\text{EV}/\text{PV});$
 - Two independent Estimates at Completion (EAC);
 - $\text{ACcum} + 1/\text{CPI} \times (\text{BAC} \text{ minus } \text{EV cum});$
 - $\text{ACcum} + 1/\text{CPI} \times \text{SPI} \times (\text{BAC} \text{ minus } \text{EVcum});$
 - $\text{Variance at Completion (VAC)} = (\text{BAC} \text{ minus } \text{EAC}) \text{ for both EACs above};$

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- Variance at Completion % + $(VAC/BAC \times 100\%)$ for both EACs above;
 - Expected Funds to Completion (ETC); and
 - Expected Completion Date.
- f. Explain the reasons for all variances;
- g. Provide performance variance. Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved;
- h. Provide the contractor EAC and the differences with the two independent EAC calculated as above;
- i. Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions, and how close these actions will bring the project to the original baseline. Define proposed baseline changes, if necessary; and
- j. Leverages EVM techniques in managing the aspects of the TO to which they are most beneficial to the Government in accordance with best industry practices.

C.4.2 TASK 2 – DEVELOPMENT, ENHANCEMENT AND MAINTENANCE OF THE CIO/G-6 WEBSITE HOMEPAGES AND KNOWLEDGE CENTER APPLICATIONS

The contractor shall develop, enhance, and maintain the CIO/G-6 Website homepages and Knowledge Center applications as designated by the TOR. Each subtask is discussed further below

C.4.2.1 DEVELOPMENT, ENHANCEMENT AND MAINTENANCE OF THE CIO/G-6 WEBSITE HOMEPAGES

The contractor shall enhance and maintain the CIO/G-6 Website homepages. The contractor shall enhance and maintain the current CIO/G-6 homepage and as many as 15 total homepages as other organizations participate in this Task Order. The contractor shall have no responsibility for maintenance or operation of the hardware/server where this website is hosted. The contractor shall be the primary interface with the CIO/G-6 organizations that provide requested modifications. In addition, the contractor shall process requests from other external Army, DOD, and Federal Government agencies as well as the general public for consideration by the client. The contractor shall perform the following types of tasks:

- Develop new homepages (**See Section F, Deliverable 0005**) to the specifications of the requesting organizations.

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- Enhance the current and future homepages (**See Section F, Deliverable 0006**) based on direction from CIO/G-6 as well as industry best practices and the use of COTS, test data, test case scenarios, and security considerations as appropriate.
- Accomplish CIO/G-6 public information objectives.
- Ensure that the content is accurate and up to date.
- Create comprehensive technical documentation (**See Section F, Deliverable 0007**).
- Fulfill the role of CIO/G-6 Public Webmaster to answer queries via telephone and e-mail.
- Update and maintain an organizational webpage (**See Section F, Deliverable 0009**). The contractor shall assist the Government in establishing various links to other related webpages. The contractor shall assist the Government in establishing Intranet WebPages policies and the management of standard configurations for webpage development. The contractor shall also assist the Government in responding to Federal Government and DOD webpage surveys, requirements, assessments and other actions.
- The contractor shall maintain the CIO/G-6 homepages by working with CIO/G-6 personnel to ensure that the content is accurate and up to date. The contractor shall fulfill the role of CIO/G-6 Public Webmaster to answer queries via telephone and e-mail. The contractor shall respond to ad hoc CIO/G-6 client requests for site changes in a timely manner. The contractor shall receive approval from the Government before implementing the changes. The contractor shall coordinate with the developers of the CIO/G-6 Knowledge Office to ensure synchronization, as appropriate, with the CIO/G-6 Web site.
- **Requisite Knowledge needed for the CIO/G-6 public website and the AKO CO/G-6 Knowledge Network is HTML, CSS, JavaScript, image editing software, Adobe Acrobat, Powerpoint, familiarity with web servers and familiarity with AKO.**

C.4.2.2 ENHANCEMENT AND MAINTENANCE OF THE CIO/G-6 KNOWLEDGE MANAGEMENT SYSTEM

The contractor shall configure the current applications developed for the CIO/G-6 **Executive Administration Center Application (EAC)**, **AKM Goal 1 Waivers and OPA2** systems to integrate with single sign-on capability and CAC login.

The contractor shall support the CIO/G-6 Knowledge Management System by performing the following types of tasks:

- Develop, enhance, and maintain the system using COTS (**See Section F, Deliverable 0010**).
- Provide test data and scenarios for each new incremental capability (**See Section F, Deliverable 0011**).
- Provide a performance criteria report for each new increment (**See Section F, Deliverable 0012**).
- Test performance.

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- Deployment.
- Follow-up support.
- Design end user documentation as appropriate (**See Section F, Deliverable 0013**).
- Implement a security architecture. That details user authorization and authentication protocols. The security architecture is the backbone of the CIO/G-6 **Knowledge Management System**. This architecture will provide proper interface with the AKO directory service, which will serve as the authenticating agent for the **CIO/G-6 Knowledge Management System**. The security architecture further establishes the middle-ware and back-end database configurations that provide data security.
- Provide tier-2 and tier-3 help desk support for the CIO/G-6 Knowledge Management System. Tier-2 support will provide administration tasks and second-level support for end-user problems. Tier-3 support will focus on capacity planning and other methods of system optimization in conjunction with the CIO/G-6 KO hosting entity.
- **Requisite Knowledge needed to maintain and enhance the database driven web applications are Oracle, Struts, Java, HTML, JavaScript, CSS, workflow, web server technology and configuration application servers.**

See Section J, Attachments B and C for descriptions of the software implementation document (SID) for the components and Attachment E for the CIO/G-6 Website Information and Links.

C.4.2.2.1 CURRENT FUNCTIONAL ARCHITECTURE OUTLINE

The following provides an outline of the functionality of the Knowledge Management System as it exists and operates:

C.4.2.2.2 CORE FUNCTIONS

The following are the general functions used throughout the **Army Knowledge Online (AKO) Portal**:

- (1) Request Access
- (2) Post Information
- (3) Update Information
- (4) Inactivate & Delete/Archive Information
- (5) View Information (sort, filter, search)
- (6) Provide Feedback (system, access, validation check)
- (7) Online Help
- (8) Maintenance Tasks
- (9) Personalization Tasks

C.4.2.2.3 ADMINISTRATIVE TASKS

The following are the administrative tasks performed by the Knowledge Management System:

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- (1) Manage Personnel Information (post, update, inactivate, delete, archive)
- (2) Manage Organizational Information (news, organizational chart, calendar)
- (3) Manage References (post, maintenance)

C.4.2.2.4 PROJECT TASKS

The following are the project tasks performed by the Knowledge Management System:

- (1) Maintain Project Folders (create, update, maintain)
- (2) Manage Documents/Workflow (post, update, send email, archive)
- (3) Support Distributed Teams [internal survey, collaboration (Instant messaging, virtual teams)]
- (4) Manage Financial Information

C.4.2.2.5 ACCESS REFERENCES/INFORMATION

The following are the accesses and references performed by the Knowledge Management System:

- (1) Access Organizational/Personnel Information [topics, news (sort, filter, search)]
- (2) Organizational Chart & Profiles (personnel information)
 - the conceptual design, coding, and implementation/ modifications
 - administration of user accounts, access rights and permissions
 - updating functional content and user interfaces
 - assisting Government personnel with Internet-related hardware and software procurement recommendations
 - installation and configuration of Internet-related hardware and software
 - troubleshooting; management and development of enhanced database interfaces
 - incorporation of desired graphic icons, backgrounds and animation
 - periodic cleanup in accordance with industry standard procedures
 - weekly off-site backup storage
 - monitor and provide management assistance for the change management process.

C.4.2.2.6 CIO/G-6 KNOWLEDGE OFFICE STATUS

The contractor shall integrate existing legacy systems and Internet and Intranet Web sites as directed by CIO/G-6 elements to enhance information sharing and knowledge management for CIO/G-6 and U.S. Army users. The following lists those systems that have completed capabilities that are in design, those that are projected for design, and future integration projects.

C.4.2.2.7 SYSTEM CAPABILITIES IN DESIGN

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The following system capabilities are currently being designed for development by the contractor:

1. **People Management (See Section F, Deliverable 0014)** – Consolidates information about all individuals working in CIO/G-6, including personnel data that is maintained by supervisors, section administrative officers, etc. Also provides individuals with the ability to review and update performance input documents, as well as controlled access to working documents and access to all completed personnel documents. Examples of documents included in this directory are financial disclosure forms, personnel action forms, and request forms for leave and approved absence. These documents will also integrate with a workflow capability. The contractor shall construct this system to adhere to all mandatory standards including but not limited to, security and Privacy Act requirements as applicable.
2. **Standard Reports (See Section F, Deliverable 0015)** – Existing reports that can be run when needed in order to provide the latest information to requesting entities. Examples of these include updates to the Chief and Executives Guides and Congressional Phone Books.

C.4.2.2.8 SYSTEMS PROJECTED FOR DESIGN

The following system capabilities are projected for design:

1. **Staff Officer's Guide and Templates (See Section F, Deliverable 0016)** – Serve as an automated online version of this hardcopy document so that selected work templates are available for staff officers to complete, save to project files, and forward to colleagues. These form templates will be partially populated automatically based on user login data and integrate with a workflow capability.
2. **Orientation/Training (See Section F, Deliverable 0017)** – Provides an orientation/training area where new CIO/G-6 personnel can access orientation information upon their arrival to CIO/G-6. In addition, new personnel will receive training on how to efficiently use the CIO/G-6 EAC. The EAC will also maintain links to existing online training available throughout CIO/G-6 and the Army.

C.4.2.2.9 OTHER INTEGRATION TASKS

Other integration tasks to be developed by the contractor include:

1. **Collaboration (See Section F, Deliverable 0018)** – Provides CIO/G-6 with the ability to collaborate electronically on projects and action items, thereby increasing the efficiency of distributed teams.
2. **Financial Information (See Section F, Deliverable 0019)** - The EAC will provide CIO/G-6 with access to information on budget and finance topics by integrating with specified legacy systems and Internet/Intranet Web sites.

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3. **Document/Work Flow Management (See Section F, Deliverable 0020)** – The contractor would evaluate COTS/GOTS products that would provide the capability for CIO/G-6 personnel to establish automated workflows and then insert documentation into them. This will increase the efficiency of tasks within CIO/G-6 by reducing completion times and providing tracking oversight. In addition, once electronic signatures are incorporated, this feature will provide a paperless office environment.
4. Other Capabilities as designated by the COR.

C.4.2.2.10 SECTION 508 COMPLIANCE

The contractor shall ensure that all electronic and information technology (EIT) procured through this task order meet the applicable accessibility standards at 365 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended. This standard is viewable at <http://www.section508.gov>.

The contractor shall indicate for each product or service provided in support of this task order that it is compliant or non-compliant with the following technical standards extracted from 36 CFR 1194. This is a generic list. The contractor shall conform to this requirement as appropriate for the products or services delivered.

- § 1194.21 Software applications and operating systems
- § 1194.22 Web-based intranet and internet information and applications
- § 1194.23 Telecommunications products
- § 1194.24 Video and multimedia products
- § 1194.25 Self contained, closed products
- § 1194.26 Desktop and portable computers
- § 1194.31 Functional Conformance Criteria

For all EIT products and/or services supported under this Task Order, the contractor shall analyze and present to the Government in a Product Accessibility Report (**See Section F, Deliverable 0027**), the potential accessibility challenges presented by the product and recommendations for solving them. The contractor shall use the Product Accessibility Template (**See Section J, Attachment F**) as the basis for the report in order to assess any potential accessibility impact, determine which commercial-off-the-shelf (COTS) products could be used to solve the particular accessibility challenges, and provide a recommended solution to remedy any potential accessibility difficulties to the Government for approval. These recommendations shall incorporate market research into the availability of Commercial-off-the-shelf (COTS) products that could be used to make these items accessible to persons with disabilities. Further, the proposed solution shall indicate where full details of compliance demonstration can be found (e.g., vendor's web site or other exact location).

Upon receipt of Government approval of a specific accessibility solution, the contractor shall incorporate this accessibility solution into any applicable documentation related to that system and implement the accessibility solution when the system is implemented.

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C.4.3 TASK 3 - ADDITIONAL SUPPORT

The contractor shall support CIO/G-6 entities in other designated functions by providing reviews, analyses, assessments, design and development support, and recommendations in support of reports, briefings, information systems, technology insertion, and other projects pertaining to the CIO/G-6 mission. The contractor shall attend various meetings, working groups, and forums relating to CIO/G-6 mission requirements as required by the Government.

- Provide adhoc reviews, analyses, assessments, and recommendations (**See Section F, Deliverable 0022**) in support of reports, briefings, information systems, technology insertion, and other projects pertaining to the CIO/G-6 mission.
- Provide design and development support in support of reports, briefings, information systems, technology insertion, and other projects pertaining to the CIO/G-6 mission.
- Provide and present quarterly IPRs briefings (**See Section F, Deliverable 0023**) that present accomplishments, future plans, project-related issues, task resources, and status issues.
- Prepare an IPR Agenda (**See Section F, Deliverable 0024**).
- Prepare minutes from the IPRs (**See Section F, Deliverable 0025**).

C.4.3.1 SUBTASK 1 – AD HOC REPORT REQUIREMENTS

The contractor shall support CIO/G-6 entities in additional Ad Hoc tasks directly related and not directly related to the enhancements of the web applications.

Related Task Reports:

Related work is considered Ad Hoc when unanticipated functionalities are requested to be built with relatively short notice and expected to be deployed quickly. Most of the instances involve reports found in the EAC although the work is not restricted to just that application.

Examples of Ad Hoc tasking includes, but are not limited to the following:

- **Creation and subsequent enhancement of the Training Report** - The training report lists all the personnel of a given organization and displays the various training in column headers. This report includes, but not limited to, information such as training dates and logic implemented to highlight missing training that is mandatory or training that has expired that. The report includes training for military personnel as well as other non-military personnel.

Examples of other related Ad Hoc reports created have included:

- Evaluation Reports
- Auto-Populated DA forms
- Army Staff Identification Badge ASIB Report
- Updated Profile Report

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Non-Related Task Reports:

The following Ad Hoc tasks are not directly related to the EAC, OPA2 or AKM Goal 1 Waivers applications, but may be required by the Government.

Examples of these tasks include, but not limited to:

- Building tools to help display financial data
- Assisting various organization entities with starting up an AKO presence.
- Implementing a web service to share data with an external organization and creating code to help migrate data.

C.4.4 ALL TASKS – ACCOUNTING FOR CONTRACT SERVICES

See Section H.24.